



# Bridging the Divide: ILL Solutions for Equitable Access

Rob Mead, Moderator  
Washington State Law Library

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Sponsored by the Unique Challenges and Underserved Populations Subcommittee of the Depository Library Council



# Panelists

- Aimee Quinn, Northern Arizona University – Yuma
- Jen Kirk, Utah State University
- Mike Fernandez, Sul Ross State University

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How Arizona Provides Government Information Around the State

# Arizona's 2026 County Map

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# Map of Western United States



# ILL around Arizona:

Yuma County Library District: 8-9 requests/month primarily for things such as:

- US Statutes and Laws
- Citizenship Flashcards
- BLM Map Information and Maps
- Parks Pamphlets

Arizona State Library: very few requests outside of the State Legislature for government information but do help other public libraries.

# ILL around Arizona continued

- Northern Arizona University at Yuma/Arizona Western College
- Limit number of ILL requests due to cost (10 per week) in addition to the 15 for a total of 25 items. Policy is available at <https://libguides.azwestern.edu/using-the-library/borrow-interlibrary-loan>
- NAU no longer utilizes OCLC for ILL because we are filling requests through Rapido (ExLibris) via our catalog. Community members mostly will have to go to their public library depending upon the requested item. Majority of requests are filled within 24 hours.

# With gratitude

- To Myrrhianna Morningstar, Arizona State Library
- To Julieta Calderón, Yuma County Library District
- To Jack Hallin, Northern Arizona University
- To Lourdes Rose, Arizona Western College

# **Utah State University Libraries - Maintaining a comprehensive collection that is usable by all**

Jen Kirk

Government Information Librarian, Utah State University



# Location Context

- Logan, UT (55,000 people)
- Cache Valley (150,000 people)
- Rural but developing
- 20 miles from the Idaho border
- 84 miles north of Salt Lake City
  - “90 minutes to SLC but half a day to Logan”



# About our University & Library

- Land Grant Institution founded in 1888
- 18,000 on-campus undergraduates, 25,000 total
- 2 million books in the Merrill-Cazier Library
- Government Documents & Maps Unit operated independently until 2016 when it was moved into Special Collections & Archives



# About our Staffing

- Staff - 3.5 FTE
  - 1 faculty librarian, 1 coordinator, 1 technician, 1 student worker (.5 FTE)
- Access to collection during all library hours



# About our Collection

- Compact shelf storage, automated
- Microfiche, Map, Oversize, and Poster areas
- Closed stack collections with access via Special Collections Reading Room



# A lot of books and a lot of context

- Joined FDLP in 1907 with other land grant institutions
  - Historic collection materials
- Reference services relied on indexes rather than catalog records
- No known or documented statistics of cataloged materials
- No documentation of routine collection maintenance (though it has been performed)
- Materials shelved by SuDoc in stacks
- Collection was uncataloged at acquisition, Marcive records 2005ish-closure

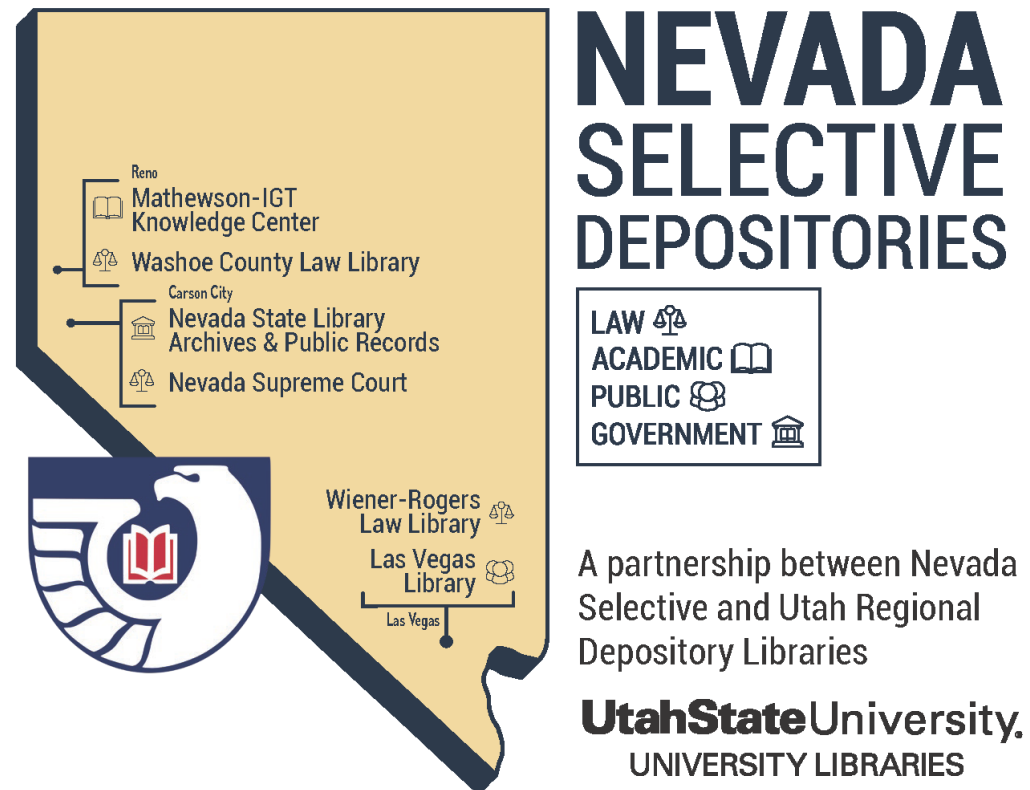
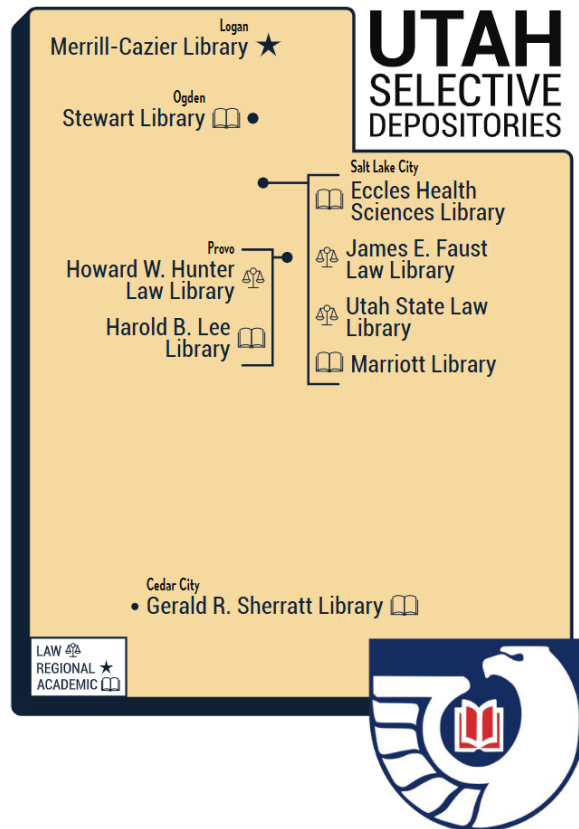
# Inventory Extent of Circulating Shelves

| SuDoc                                    | Number of Shelves | Extent (Feet)* | Estimated Number of Materials |
|------------------------------------------|-------------------|----------------|-------------------------------|
| A                                        | 506.5             | 1,456          | 67,396                        |
| C                                        | 416               | 1,196          | 45,075                        |
| I                                        | 520.5             | 1,496          | 64,776                        |
| L                                        | 140               | 403            | 17,555                        |
| S                                        | 77                | 221            | 8,790                         |
| T                                        | 104.5             | 300            | 13,749                        |
| Y                                        | 1,871             | 5,379          | 275,432                       |
| <b>Total Circulating<br/>(All SuDoc)</b> | <b>6189.75</b>    | <b>17,796</b>  | <b>825,569</b>                |

\*Average shelf length is 2.875 feet

# Regional Status

- Manage a comprehensive collection and allow Selectives to weed, using ILL or other methods to support collection access



# External Resources for Projects

- Shelflists
  - University of North Texas (UNT) Serial Set
  - Hearings lists from Florida and North Carolina
  - Poster, multimedia, and map formats
- Investigating what makes a good shelflist for use across different libraries
  - Tell me what you like or dislike! [jen.kirk@usu.edu](mailto:jen.kirk@usu.edu)

# Cataloging Projects

- Projects conducted in our own stacks
  - Soil Surveys (various call numbers in A)
    - 5,000+ items
  - Temporary WWII Agencies (GPO Pilot Project for PR 32)
    - 1,100 items
  - Serial Set (X)
    - 17,000+ items and counting
  - Congressional Hearings
    - 100,000+ items (Y 4)
- Commitment to set and update OCLC holdings
- Contribute to National Collection through Preservation Stewardship
- Reference calls and shelf checks upon request

For more information contact:

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435-797-8033

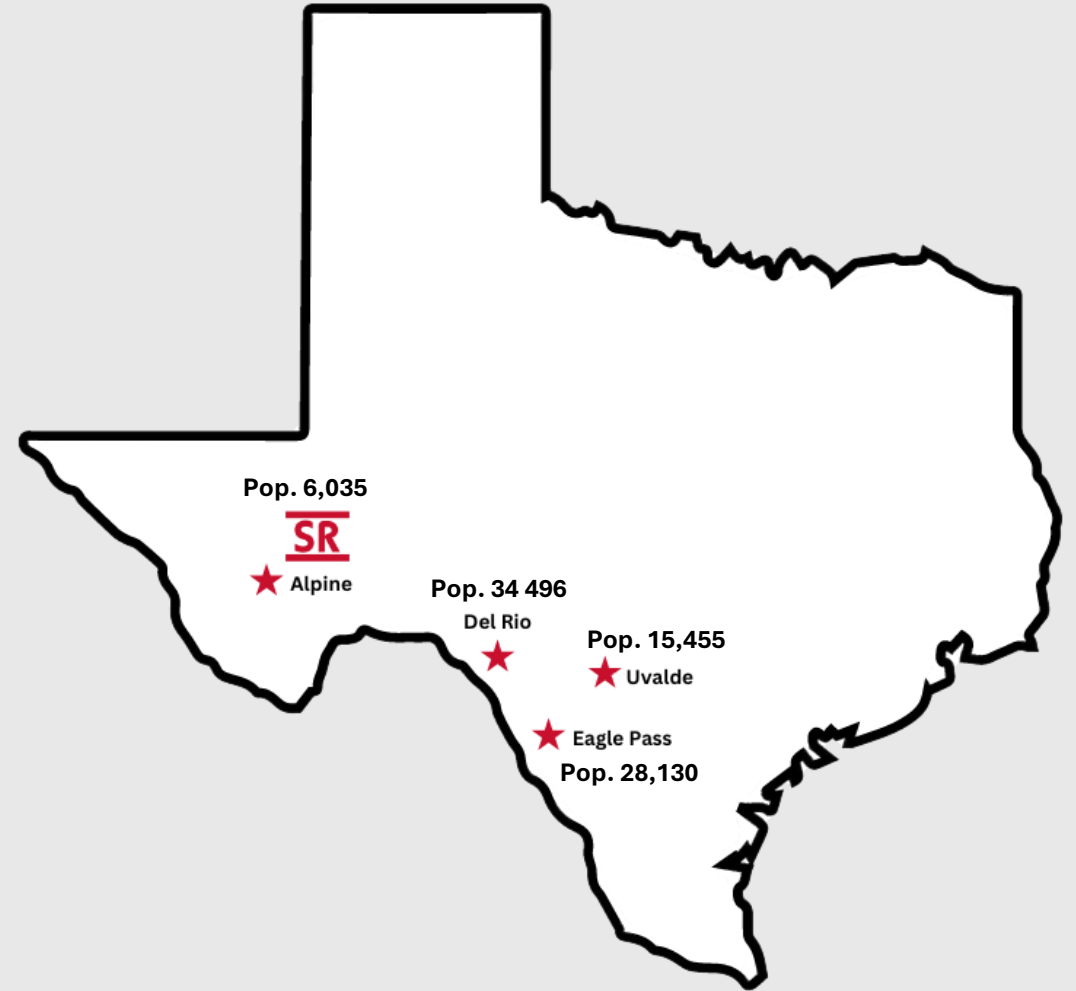


# Sul Ross State University: Four Campuses, One University

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## Our Access Challenge

- Sul Ross State University's main campus and library collection are located in Alpine.
- SRSU International serves students in Eagle Pass, Del Rio, and Uvalde.
- Many of these students are commuters, non-traditional students, or take courses online.
- We needed a way to get physical library materials to users across a large rural service area.



# How Direct Mail Works

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- **Direct Mail allows eligible users to have physical library materials shipped directly to them at no cost.**
- Materials are shipped through USPS with tracking.
- Each package includes return instructions and prepaid return postage, allowing materials to be returned without a trip to campus.



Users can request SRSU materials directly from the library's discovery interface.

# Extending Access through Local Partnerships

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- We partner with **Alpine Public Library** and **Jeff Davis County Library** to support resource sharing through **Trans-Amigos Express**, a courier service provided by **Amigos Library Services**.
- We cover the cost of the courier service for our public library partners.
- We also serve as the hub for these libraries, helping move interlibrary loan materials throughout the region.
- Together, this partnership strengthens resource sharing across the communities we collectively serve.

# Instruction Insert (Front & Back)

## Ready to return? Follow these steps:

**1**

**You must reuse the same packing materials** when you pack your item(s) for return to the library.

**2**

Tape the enclosed return label, prepaid postage, and tracking label to the front of the package. **Cover or remove any old labels.**

**3**

Drop the package into any **USPS** mailbox or deliver to your local post office for return.

**Questions, comments, or concerns about the return process?**

**We're here to help!**

✉ [interlib@sulross.edu](mailto:interlib@sulross.edu)  
☎ (432) 837-8758

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## Your direct mail request has arrived!

### Enclosed in this envelope:

- Checkout information
- Return instructions
- Return label
- Prepaid postage
- Tracking label



Keep this envelope and all packing materials until it's time to return your item(s).

**Do not discard any of the original packaging.**

**When you're ready to return,  
flip this card over.**

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# Return Package Diagram

**READY FOR RETURN:**



The diagram shows a tan-colored return package. At the top left, a white label contains the 'FROM' address: 'Your Name', '123 Your Street', 'Your town, TX 12345'. To the right of this is a red 'US POSTAGE' label with a barcode and the value '\$500.00'. Below the 'FROM' label is a white 'TO' label with the address: 'Bryan Wilkenthal Memorial Library/SHSU', 'PO Box C-169', 'Alpine, Texas 79832'. At the bottom left of the package is a 'USPS TRACKING' label with a barcode and the number '9505 1478 9123 4567'.

**Your return package should look like the diagram above.**

- Reused packing materials
- All previous labels covered
- New labels taped to front

# Statistics

- Average cost-per-package: \$10.64
- Usage has continued to increase steadily since the service was introduced.

# Thank you!

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# Q & A